

Frequently asked questions

Who are we?

Baytree Cars Limited, a dealership acting as a credit broker in arranging finance for vehicle transactions. We also operate under the following trading styles: Baytree Prestige & Performance. Our registered office address is Burnden House, 31 Chequers Lane, Derby DE21 6AW. Registered in England. Company registration no. 06023704. Telephone: 01332 345987 Email: info@baytreecars.com

Are we authorised to arrange finance for you?

Yes, we are authorised and regulated for credit-broking activities by the Financial Conduct Authority ("FCA"). We are not a lender. Our FCA Firm Reference Number is 734174. For more information, please visit the FCA website at: <https://register.fca.org.uk/>. Please note that business customers may not be protected under the Consumer Credit Act 1974 or FCA rules.

What can we do to help finance your vehicle?

We can introduce you (whether direct or through a specialist credit broker) to a number of finance companies ("funders") who may be able to finance your transaction. There are other funders to which we cannot introduce you which may also be able to offer you finance.

We will provide you with information and explanations about the finance products that may be available to you and, where we recommend a product to you, we will ensure that this is based on the information you give us about your needs and circumstances so that it is suitable for you. Finance is arranged subject to status and terms and conditions. We cannot guarantee that we will be able to secure finance for you.

Can we give independent financial advice?

We are not independent financial advisers and so are unable to provide you with independent financial advice. We are, however, independent of the funders and brokers we work with.

Do you have to pay for our service or do we receive any commission?

You don't have to pay us for our service. But a funder or broker we work with may pay us for introducing you to them. Different funders/brokers may pay us different amounts but it will typically be based on a fixed percentage of the amount borrowed. This percentage may vary according to different factors, for example: the amount of credit; the age or type of vehicle; the type of finance product; or the funder's assessment of the risk of lending. For your reassurance, we are not able to change the interest rate you pay in order to receive more commission from a particular broker or funder. Although rates and commissions may vary between our finance partners, our aim is always to secure finance from them which is appropriate to your circumstances. If we are successful in obtaining an offer of finance for you and you would like to know the amount (or likely amount) we would receive if you decided to go ahead with the agreement and how that amount has been calculated, please contact us using the details above.

How will we use your information?

We will use your information to obtain quotes from funders and brokers to process finance applications through them and we and/or they may also conduct a search of your record held with one or more credit reference agencies. Credit checks may as a result appear on your credit file lodged by organisations with whom you have not dealt directly. The personal information collected will also be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected you could be refused certain services, finance or employment.

Further details of how your information will be used by us, funders and these fraud prevention agencies, and your data rights can be found here <https://www.baytreecars.com/privacy-policy/>. A full data protection notice/privacy policy will be provided to you before we submit any application for finance on your behalf.

We are registered as a data controller with the Information Commissioner's Office under registration number Z1247544.

What can you do if you wish to complain about our services or contact us?

If you wish to make a complaint, please contact us:

- by writing to us at Complaints, Baytree Cars Limited, Burnden House, 31 Chequers Lane, Derby DE21 6AW
- by emailing info@baytreecars.com or
- by telephoning 01332 345987

If, after making a complaint to us you are still unhappy and feel the matter has not been resolved to your satisfaction, please contact the Financial Ombudsman Service ("FOS" - www.financial-ombudsman.org.uk). Please note that FOS may not be able to deal with complaints from business customers.

Further details about our complaints procedure and FOS are available on request and can be found on our website at <https://s3-eu-west-2.amazonaws.com/dragon2000-multisite/wp-content/uploads/sites/114/2020/12/04123747/complaints-handling-procedure-final.pdf>.

If you require further information, please contact us by telephoning the above number or emailing us at info@baytreecars.com addressing your correspondence to the Complaints Manager.

Customer Declaration

I confirm I have read and understood the above information.

Customer Signature	
Customer's Name (block capitals)	
Date	